

The DIVISION OF YOUTH AND FAMILY SERVICES Presents...

The 2018 4th Annual

CONTINUOUS QUALITY IMPROVEMENT

INFORMATION SESSION

MILWAUKEE COUNTY

FACILITATED by: DE SHELL PARKER AND TEAM

DEPARTMENT OF HEALTH AND HUMAN SERVICES



TODAY'S AGENDA

- I. INTRODUCTIONS
- II. PURPOSE AND 2018-19 CQI CYCLE FOCUS
- III. DIVISION UPDATE
- IV. SPEP UPDATE
- V. DATA INDICATORS
- VI. AMBASSADOR UPDATE
- VII. NEXT STEPS



INTRODUCTIONS



PURPOSE: WHY ARE WE HERE?

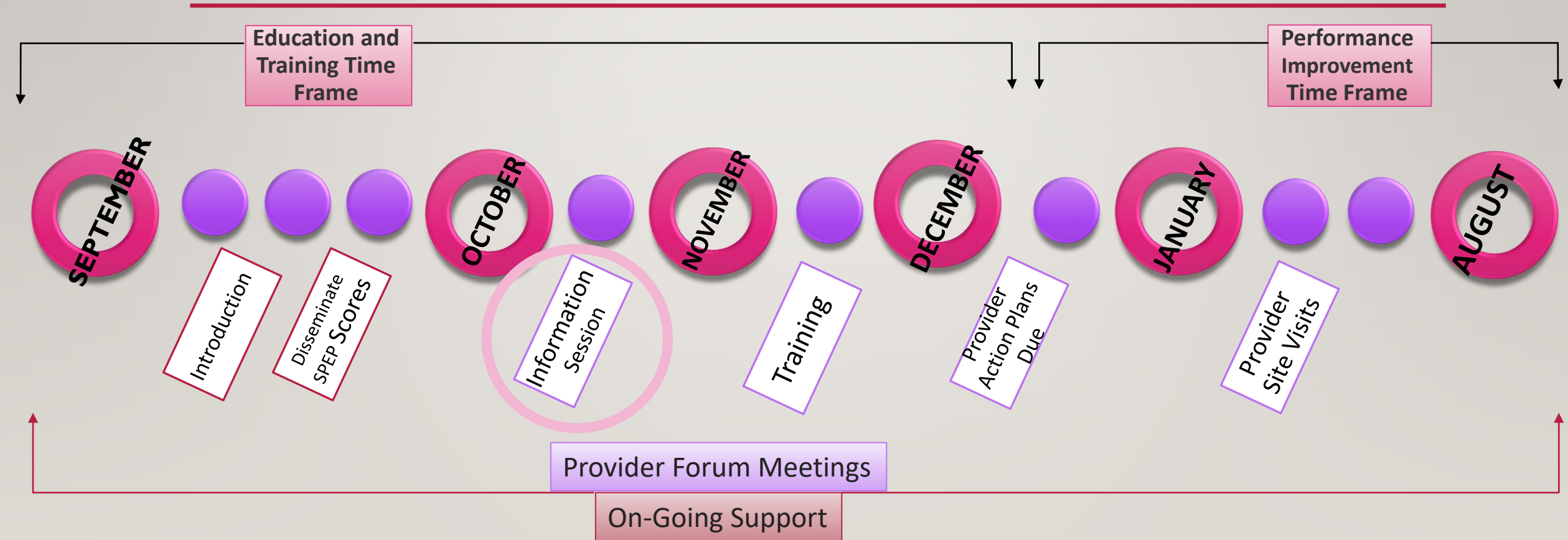
TENANTS OF QUALITY

- 1) Quality Assurance (QA)
 - ❑ Contracting & Setting Performance Measures
- 2) Quality Control (QC)
 - ❑ Auditing, SPEP Activities & NIATx
- 3) Quality Improvement (QI)
 - ❑ Program Improvement, PDSA & Action Planning

CQI MISSION

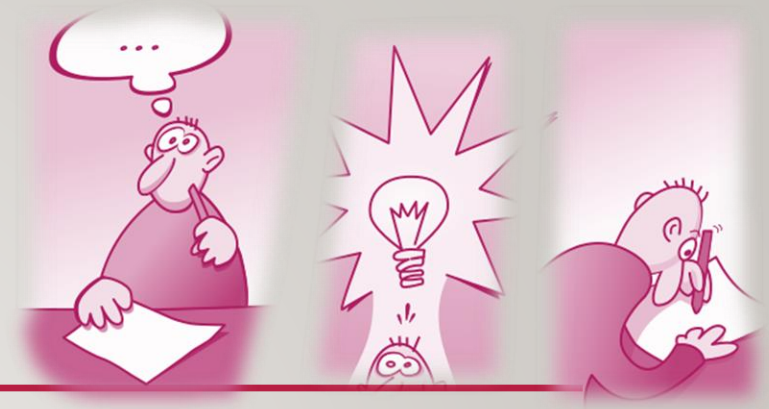
To **support the process** of identifying the appropriate risk level of youth in order to match them with the appropriate service at the appropriate time to **improve outcomes** for those youth through the continuous development of a **systematic and comprehensive approach** to quality assurance/quality improvement.

CONTINUOUS QUALITY IMPROVEMENT CYCLE



WHY ARE WE *REALLY* HERE *THIS TIME*?

ENGAGEMENT



From a Provider's Perspective: Engagement Discussion

❖ Ambassador Jose Vasquez (*Wisconsin Community Services*)

Engagement Activity

❖ Project: Nominal Group Technique

❖ Use Sticky Notes to share **BARRIERS** and **SOLUTIONS** to Engagement

- Results will be shared @ November's Forum/Training
- Results can be used to develop action plan goals
- Results will be used to guide continued DYFS efforts

THE DIVISION

TRANSITION

the DIVISION OF YOUTH AND FAMILY SERVICES

2018 ENDEAVORS

DHHS SPECIFIC

- ❖ New Director
- ❖ DHHS PEOPLE LEADERS
- ❖ DHHS “One Door” Practice Model
- ❖ MKE Cares Case Management System

DETENTION

- ❖ Increased Group Programming
- ❖ Incentives Program
- ❖ Staffing Levels Up

DYFS QA DEPARTMENT

- ❖ NIATx Projects
 - Dentake: TIC in Detention Intake
 - SAR Warriors: Youth Engagement & Providers
 - 2019 Project TBD: Youth Engagement & DYFS
- ❖ Performance Measures
- ❖ DYFS Provider Add-Drop Process
- ❖ Juvenile Detention Alternative Initiative
- ❖ Expansion of QA Staff (3+)
- ❖ QA-Specific Strategic Planning

the DIVISION OF YOUTH AND FAMILY SERVICES

2018 ENDEAVORS

PROBATION SITE REVIEW

- ❖ Detention Hiring and Training
- ❖ Milwaukee Cty. Accountability Program
- ❖ Youth Assessment Team Implementation
- ❖ Family Engagement Developments
- ❖ Improve Efficiency in Operations
- ❖ Assessment Quality, Training & Policies
- ❖ Monthly Stakeholder Meetings

DYFS SPECIFIC

- ❖ Revision of 60+ Policies & Procedures
- ❖ Improved Youth Contact Standards
- ❖ Staff Expansion
- ❖ Data Dashboards
- ❖ Bakari House (RTC)
- ❖ Act 185
- ❖ Reduction in Lincoln Hills Placements

RELIANCE ON DOC PLACEMENTS



SPECTRUM OF SERVICES

Level 1: No Further Action	Level 2: Diversion	Level 3: Core Services	Level 4: Intensive Services	Level 5: Most Restrictive Services
No Further Action	Community Accountability Panels (CAP)	Consent Decree (CD)	Targeted Monitoring Program	Milwaukee Cty. Accountability Program (MCAP)
Counsel and Close	Community Services <i>(e.g. REACH, FISS, etc.)</i>	Deferred Prosecution Agreement (DPA)	FOCUS Program	Department of Corrections
	Family Initiated Services/Community Services	DYFS Network	DYFS Network	Serious Juvenile Offender
	Deferred Prosecution Agreement (DPA)		Bakari House	Waiver to Adult Court

THE SPEP

TRANSITION





LET'S GET INTO THE SPEP TOOL...

STANDARDIZED PROGRAM EVALUATION PROTOCOL

- I. Classification of Services Provided
- II. Quality of Services Provided
- III. Dosage/Amount of Services Provided
- IV. Risk Levels of Youth Served
- V. Program Improvement and Action Planning

THE SPEPTOOL... SPEP BARRIERS

SPEP Barriers:

-  ***Inclusion in Research – NO Ability to Affect***
-  ***Risk Scores – Ability to Affect***
-  ***Cohort Sizes/Referral #'s – Ability to Affect***
-  ***Data Collection - Ability to Affect***

THE SPEP TOOL... CLASSIFICATION

- ❖ Classification – Getting “credit” for what’s offered in your program
- ❖ Non-SPEP’able ~~≠~~ No credit for your efforts
- ❖ The SPEP is ONE way to measure outcomes
- ❖ Additional Outcome Measures
 - Program Success/Outcome Measures
 - Program Performance Measures
 - Contracting Requirements beyond SPEP

THE SPEPTOOL... QUALITY MEASURES

- I. Organizational Policies, Practices and Protocols
- II. Organization Staff Training Requirements
- III. Organization's On-Going Staff Supervision Protocols
- IV. Organizational Fidelity Mechanisms and Measures

THE SPEP TOOL... SERVICES AND DOSAGE

I. Group 5 Service (Score = 30 Points)

Cognitive-behavioral Therapy

Target Weeks=15; Target Hours=45

II. Group 4 Service (Score = 25 Points)

Group Counseling

Target Weeks=24; Target Hours=40

Mentoring

Target Weeks=26; Target Hours=78

Behavioral Contracting; Contingency Management

Target Weeks=24; Target Hours=72

III. Group 3 Service (Score = 15 Points)

Family Counseling

Target Weeks=20; Target Hours=30

Family Crisis Counseling

Target Weeks=4; Target Hours=8

Mixed Counseling

Target Weeks=25; Target Hours=25

Social Skills Training

Target Weeks=16; Target Hours=24

Challenge Programs

Target Weeks=4; Target Hours=60

Mediation

Target Weeks=4; Target Hours=8

THE SPEP TOOL... SERVICES AND DOSAGE

IV. Group 2 Service (Score = 10 Points)

Restitution; Community Service

Target Weeks=12; Target Hours=60

Remedial Academic Program

Target Weeks=26; Target Hours=100

V. Group 1 Service (Score = 5 Points)

Individual Counseling

Target Weeks=25; Target Hours=30

Vocational Counseling

Target Weeks=20; Target Hours=40

Job Training

Target Weeks= 25; Target Hours=400

Work Experience

Target Weeks=26; Target Hours=520

PROGRAM IMPROVEMENT FOCUS

BASED ON: *FACTORS THE PROVIDER CAN CONTROL*

I. Classification

II. Quality

III. Dosage and Services

IV. Risk

V. CQI Cycle Theme & Performance Measures

FROM A PROVIDER'S PERSPECTIVE...

INTERPRETING & USING SPEP SCORES

How do you make SPEP scores meaningful?

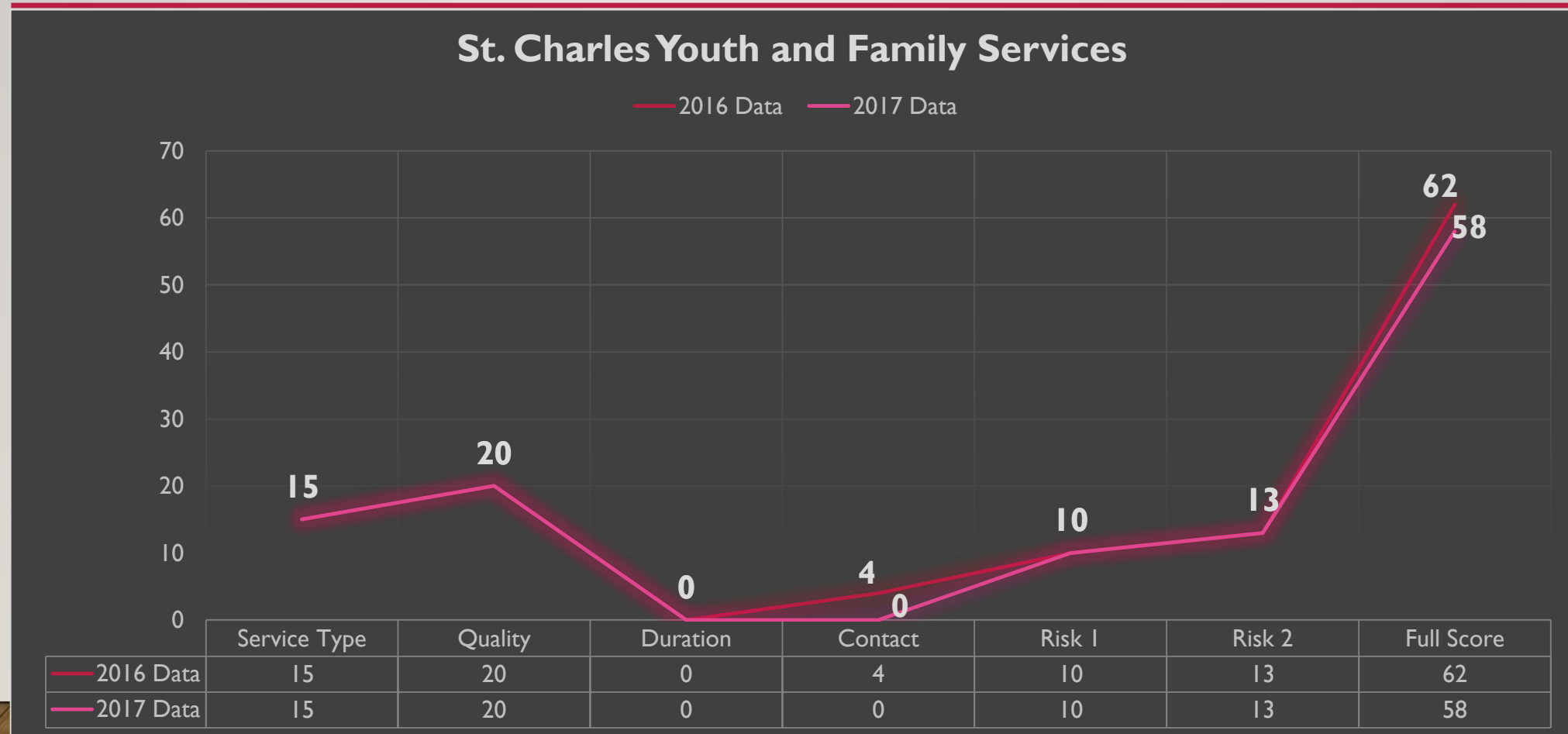
❖ Ambassador Scott Carpenter (St. Charles Youth and Family Services)

- THE SCORE!!!
- Understanding the Score
- Impacting the Score



FROM A PROVIDER'S PERSPECTIVE...

INTERPRETING & USING SPEP SCORES



BREAK TIME



REMINDER

Write down your ideas...

❖ **BARRIERS**

❖ **SOLUTIONS**

Place them on the

Appropriate Flip Charts



DATA INDICATORS

TRANSITION

THE SPEPTOOL... A BRIEF HISTORY

2013 *This all started with data collection and evaluation of Providers and our systems...*

2014

- We conducted a pilot in 2014 (*with 2013-14 data*)

2015 & 2016

- We did not release scores in 2015 or 2016 (*Focus on culture of improvement 1st*)

2017

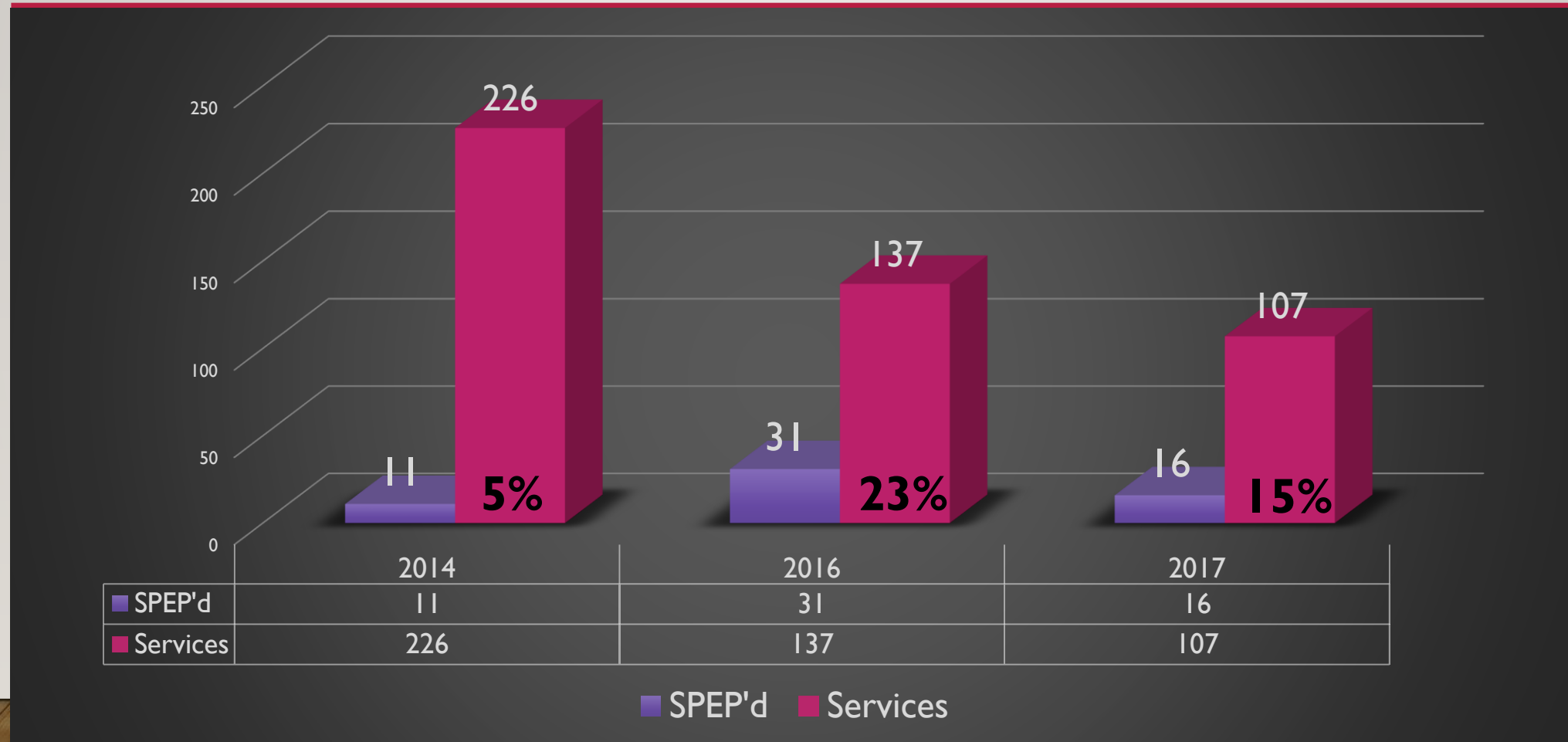
- We released our first set of scores (*with 2016 data*)

2018

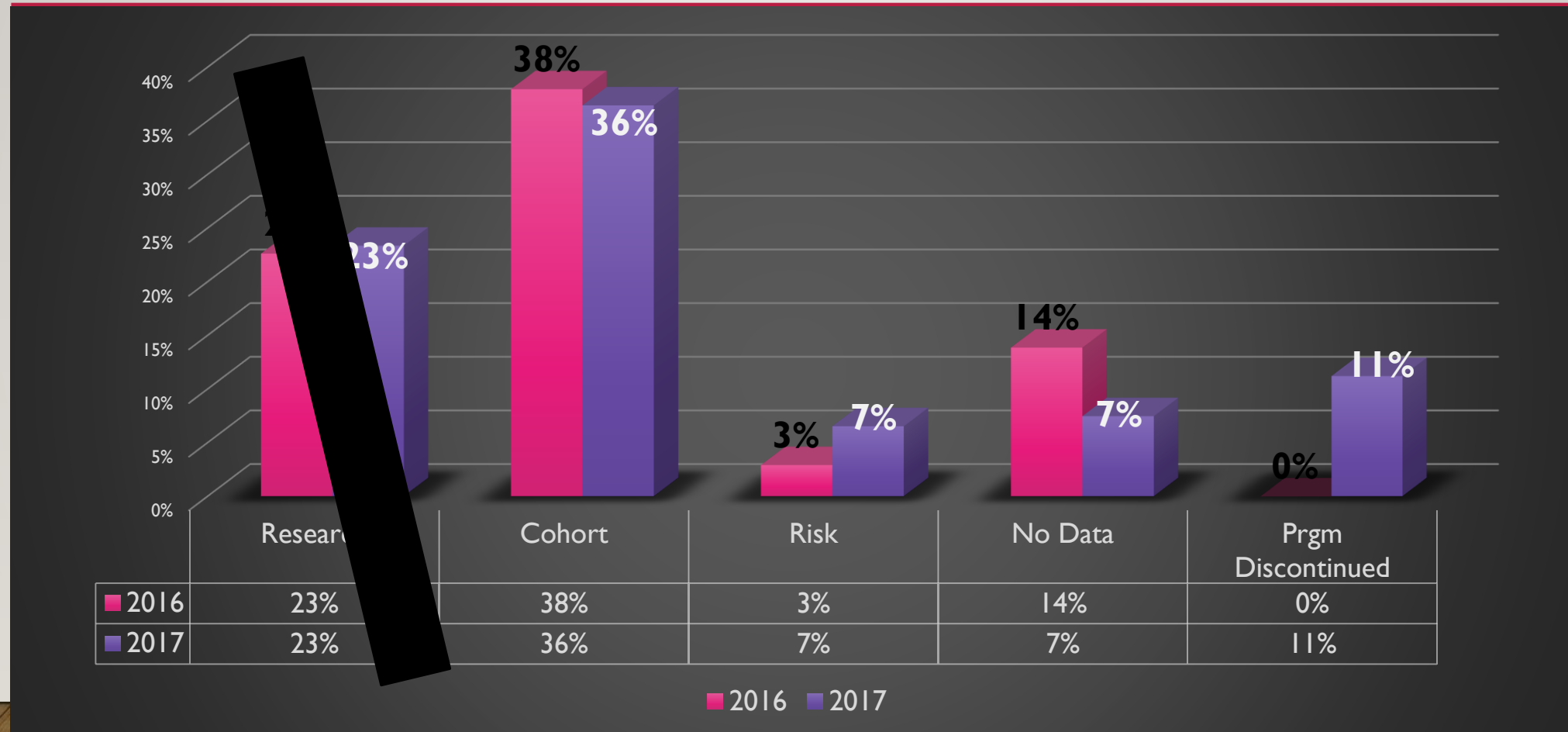
- We released our second set of scores (*with 2017 data*)



SPEP'D SERVICES: HISTORICAL COMPARISON

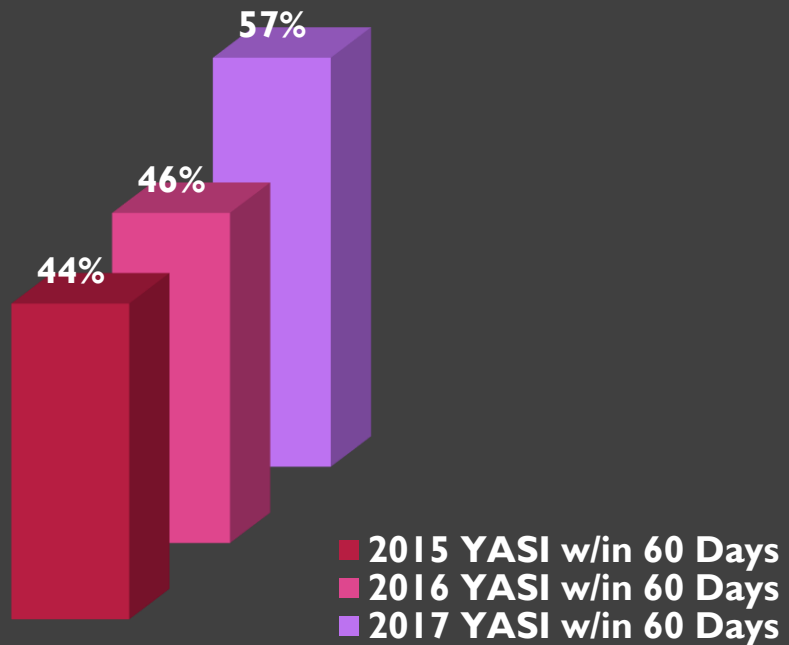


SPEP BARRIERS: HISTORICAL COMPARISON

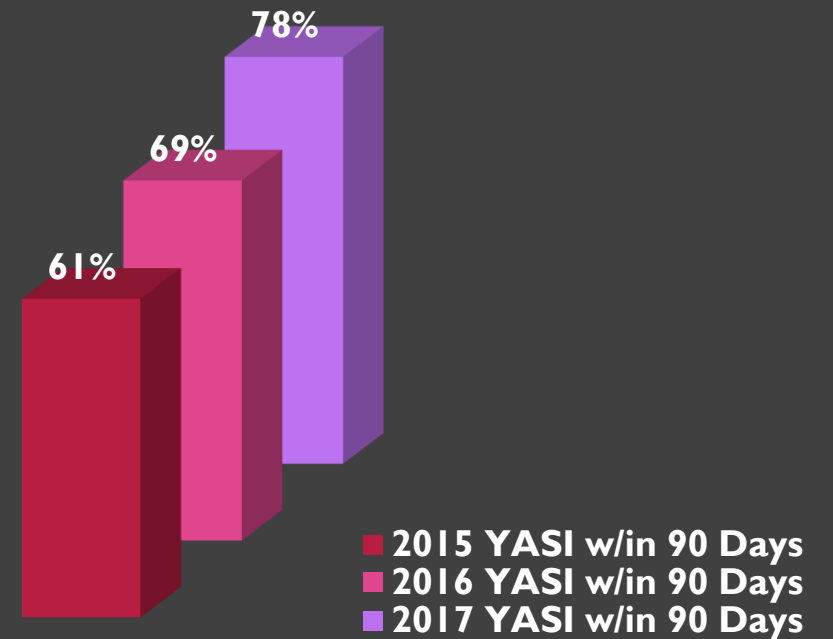


YASI AVERAGE DATA: 60 & 90 DAY COMPARISONS

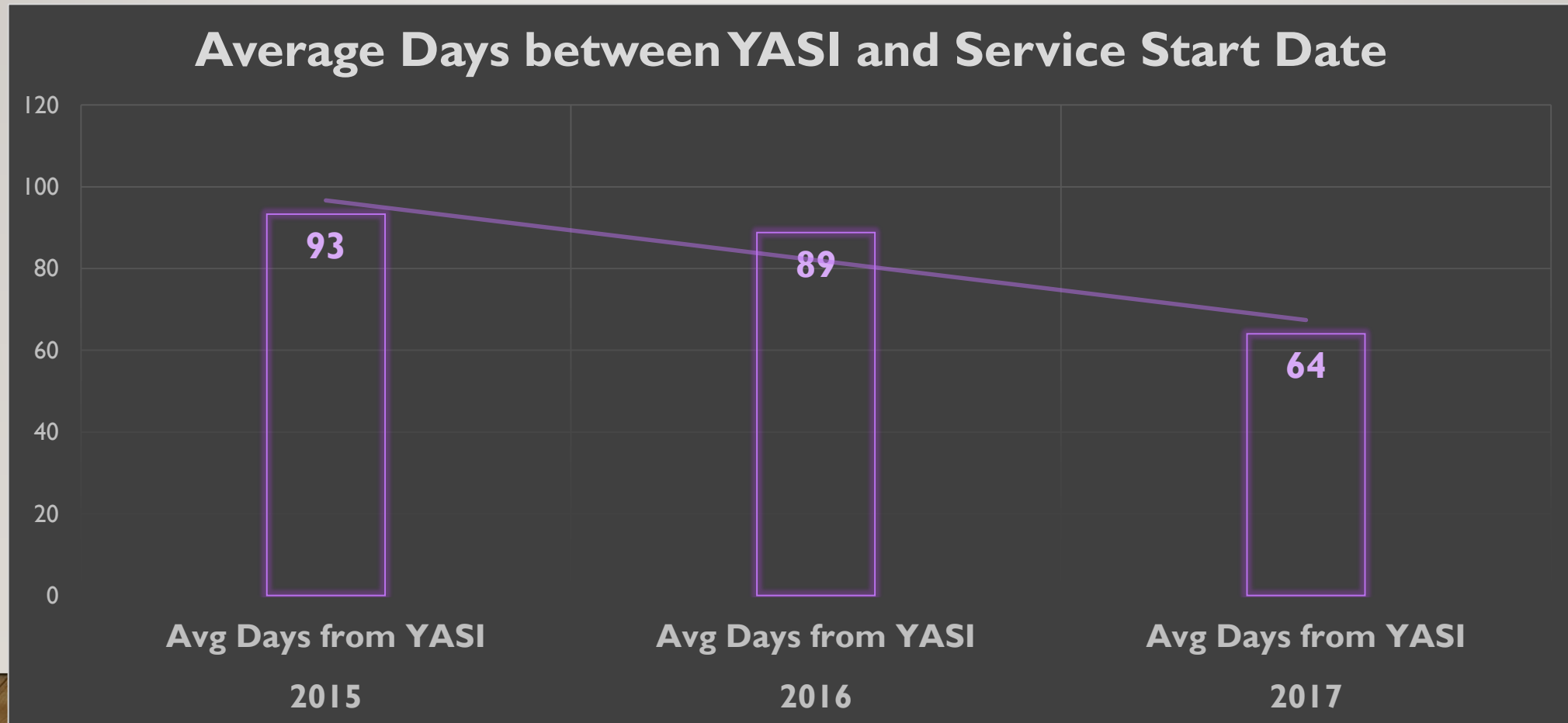
YASI w/in 60 Days
2015 - 2017



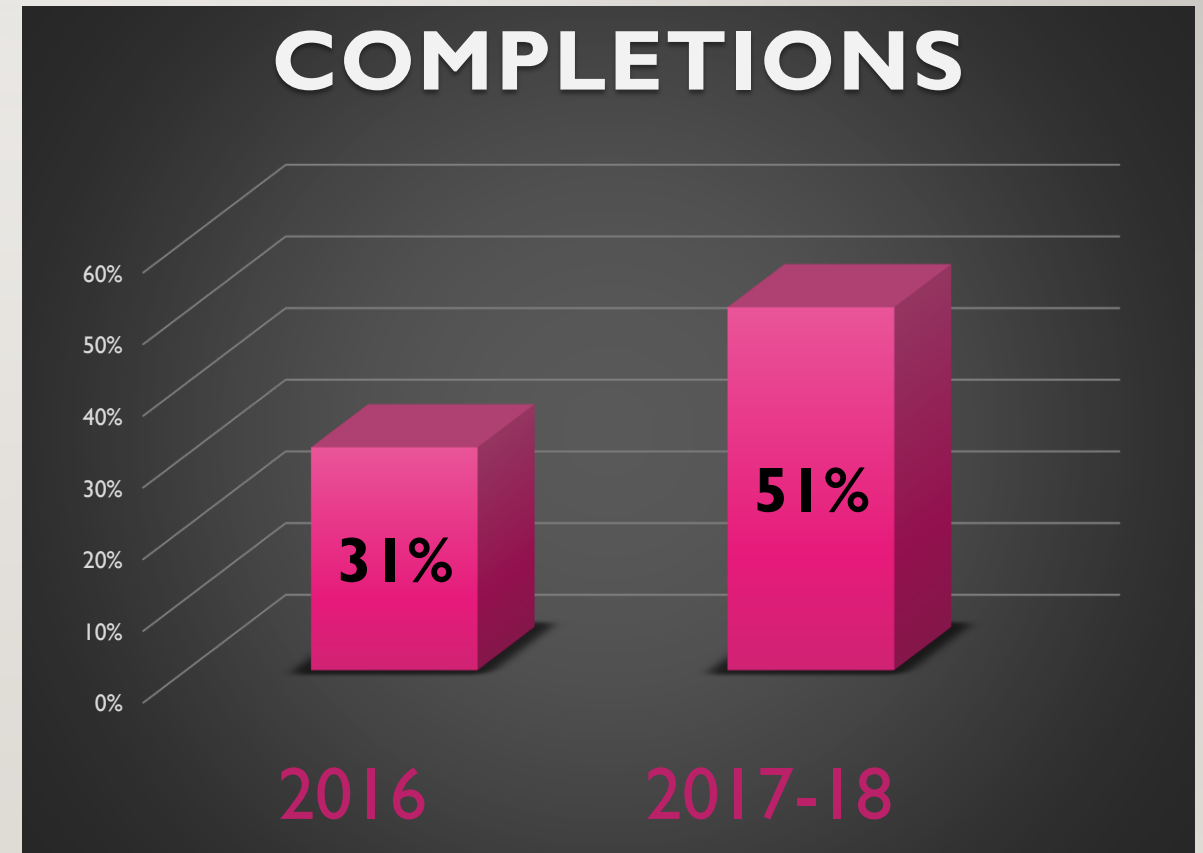
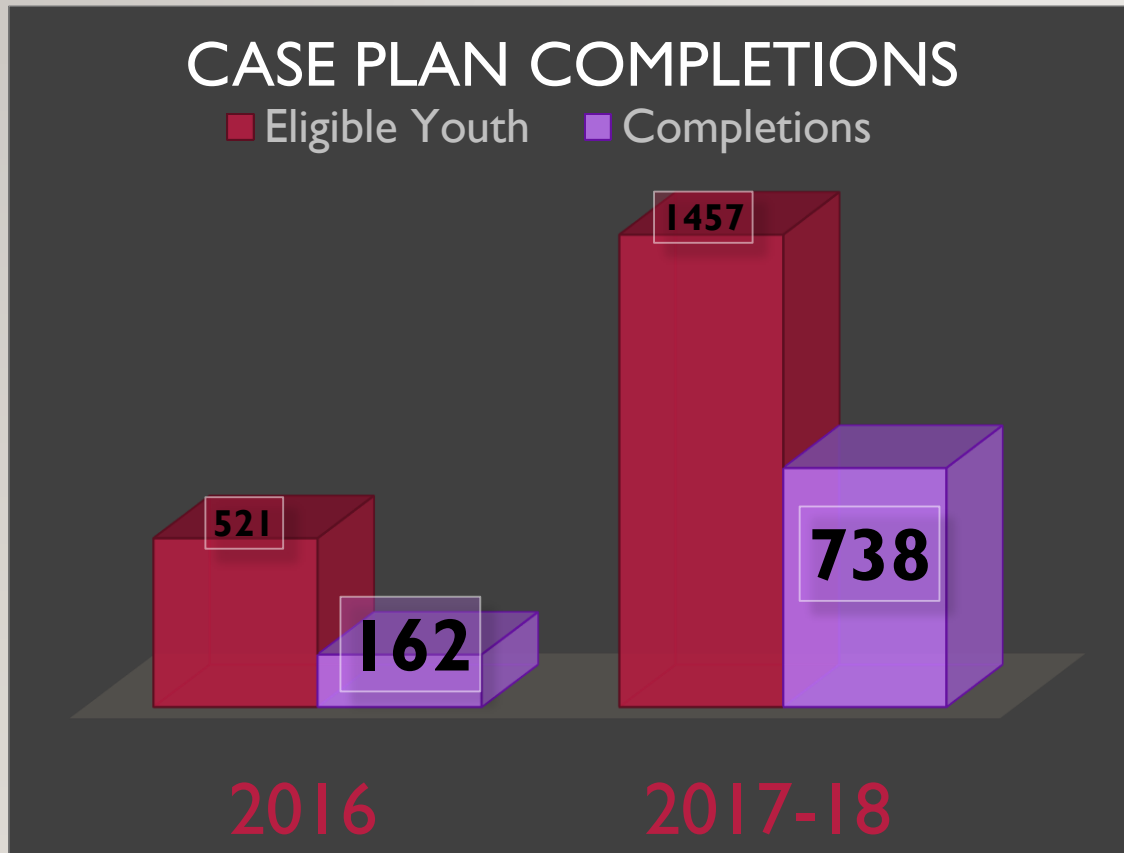
YASI w/in 90 Days
2015 - 2017



YASI AVERAGE DATA

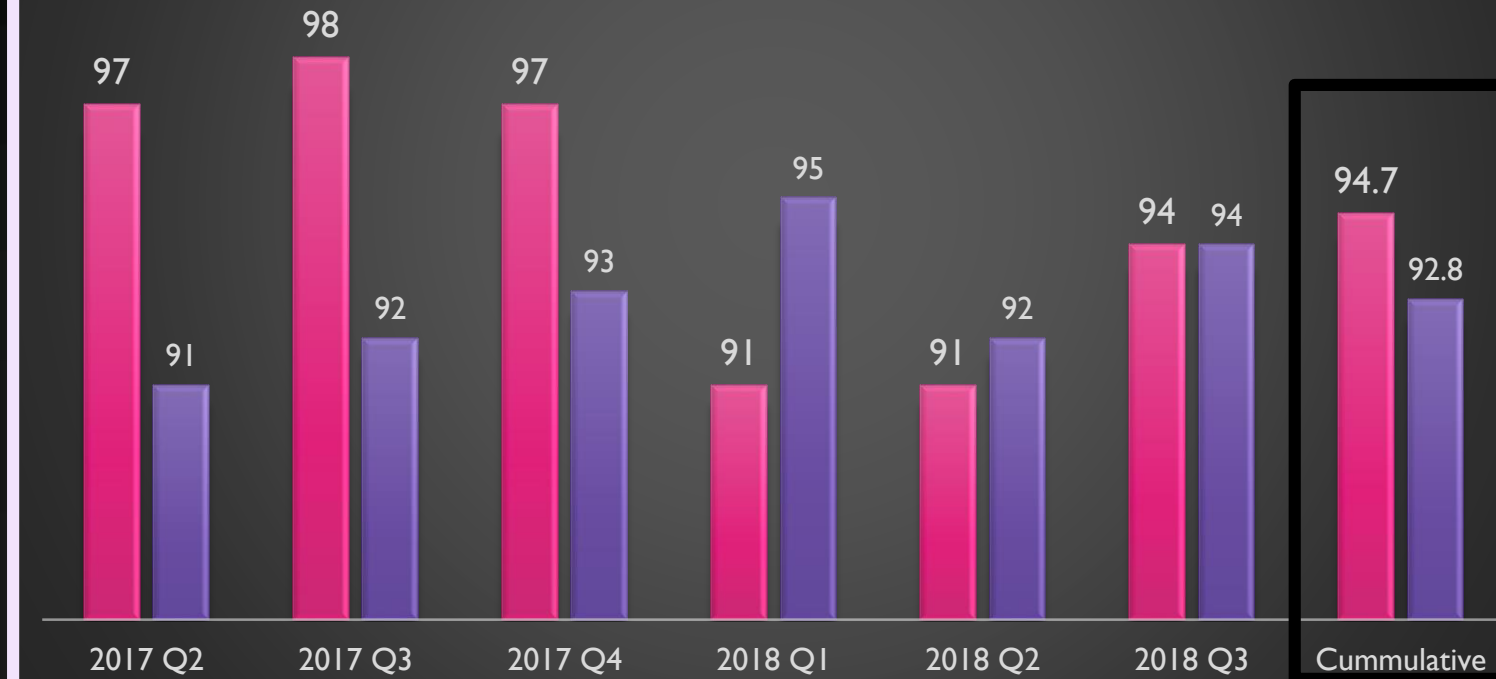


CASE PLAN COMPLETION DATA



Overall Satisfaction

■ Parents ■ Youth



OVERALL
CLIENT
SATISFACTION

AMBASSADOR UPDATE

TRANSITION

NEXT DIRECTION

Acknowledgement of Ambassadors

- Mentoring New Providers
- Help with Action Planning – Star QI & NIATx
- Present Action of Action Plans at Forum Meetings



NEXT STEPS

TRANSITION

TRAINING

REQUIRED

- ❖ **DATE:** Monday, November 12th, 1:30-4:30PM
- ❖ **LOCATION:** SaintA Franciscan Center
- ❖ **TOPIC:** A SERVICE-DRIVEN APPROACH TO YOUTH MISBEHAVIOR
- ❖ **PURPOSE:** To Supplement the Development and Implementation of the HSW CASE MANAGEMENT TRAINING PROGRAM
 - Trainer: Jonathan I. Cloud, Planning and Management Consultant
 - Background: Child Protection – Youth Development – Youth Justice – Behavioral Health
 - Training Activity: Lecture and Activity (Ambassadors will lead activity groups)

ACTION PLANS

❖ DUE: December 31, 2018

❖ FOCUS: ENGAGEMENT and CASE PLANNING

❖ GOAL SETTING: Engagement Related Goals as follows...

1. Timely engagement of DYFS Youth upon receiving referral for services
2. Retention of youth post engagement to increase program dosage
 - *Can include a related performance measure indicator area (if engagement is applicable)*

❖ RESOURCE: *Star QI – NIATX Model of Process Improvement*

MISCELLANEOUS NEEDS

NOVEMBER

- Engagement and Case Planning Training: November 12th, 1:30-4:30PM (*Forum Meeting 1-1:30*)

DECEMBER

- Actions Plans due Monday, Dec 31st

2019

- Winter Site Visits: Dates TBA February and March
- Forum Meeting Dates: March 11th, May 13th, July 8th, Sept. 9th and and Nov. 18th
 - ➔ Ambassadors will mentor others to present on Action Plans in 2019 Forum Meetings

POST YOUR IDEAS....

...on the

**Appropriate
Flip Charts**



ADIOS... GOOD-BYE... SO LONG...

SEE YOU NEXT MONTH...

